

FACT SHEET

Deposit Waiver Office
MR. JIM MAYNARD
15 Mar 00

AFZF-PW-DWO (210-50)

SUBJECT: Deposit Waiver Program

PURPOSE: To provide information about the Deposit Waiver Program.

FACTS:

1. The Fort Hood Deposit Waiver Program includes utilities, telephone, and security deposits for rental units. These waivers are issued by the III Corps Directorate of Public Works(DPW) Deposit Waiver Office(DWO). For information or a listing of those companies participating, check with the Deposit Waiver Office located in Bldg. 108.

2. The intent of the waiver program is to reduce the initial expense soldiers and their families incur during relocation to/within the Fort Hood area. Property owners/utility companies are requested to waive the security deposit. Fort Hood, in return, is committed to maintaining a management agency called the Deposit Waiver Office. Through command involvement, the Deposit Waiver Office will make every reasonable effort to process and resolve debt complaints.

a. The foundation of the program is based on the following concepts: A designated Fort Hood Management Agency, (Deposit Waiver Office), Command Involvement at all levels, the ability to track soldiers through their chain of command, enforcement of a detailed move-in inspection with the landlord, and restriction of the program to selected soldiers.

b. The landlord signs a memorandum of agreement with Fort Hood in which he agrees to waive rental security deposit in lieu of a waiver. He retains the right however, to demand the deposit should the soldier become delinquent during the term of the lease. The landlord further agrees that all rental property meet the Army housing inspection standards.

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3. Once off-post quarters are obtained, soldiers must in-process with the Fort Hood Housing Office in Bldg. 108. They will require information on the off-post address. This information is provided to DA and can impact on BAH and other housing entitlements. After processing, the soldier is given a printout which he/she will use in obtaining waivers. The Deposit Waiver Office is located in the same building and adjacent to the Housing Office.

4. Soldiers who request waivers are authorizing Fort Hood to release privacy act information such as forwarding address, to the landlord/utility company should there be a complaint or failure to pay a just debt. In addition, every soldier must be aware that the chain of command will be notified should there be a delinquency or failure to pay a just debt for action IAW AR 600-15.

5. TELEPHONE WAIVER PROCEDURES. Available to all soldiers, except those who reside in the barracks. Soldiers living in the barracks should contact AAFES/Sprint at the 4ID Mini-Mall or the 1ST Cavalry Mini-mall for telephone service. Waivers are picked up directly from the Deposit Waiver Office.

6. UTILITY WAIVER PROCEDURES. After off-post quarters have been obtained, soldier must in-process with the Housing Office before obtaining waivers. Soldier should check with landlord/utility company to determine which utilities are used.

7. RENTAL DEPOSIT WAIVERS. This waiver applies to the security deposit only. Once a rental unit has been leased a joint inspection must be completed by the soldier and the landlord or his representative. This inspection and the lease must be presented in order to obtain the waiver. The soldier should then put these documents in a safe place and have them available when ready to move out of the apartment. In order to avoid dispute, this document must be carefully completed.

a. Single soldiers drawing BAH and sharing an apartment with another soldier may each receive a Rental Deposit Waiver.

b. There is no time restriction on getting the first rent deposit waiver.

c. Soldiers that have a RDW and re-locate may receive a rent deposit waiver for the new rental unit by returning the old waiver along with a letter of recommendation from the previous landlord, with approval from the gaining landlord.

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d. Waivers are available to all soldiers assigned to Ft. Hood and authorized BAH. It is the responsibility of the landlord to determine if the soldier is creditworthy. The Deposit Waiver Office is unable to run a credit report; Therefore a waiver may have been issued. When a credit report indicates a poor credit/rental history the landlord should not accept a waiver; instead they should instruct the soldier to return the waiver to the Waiver Office.

If the tenant is a credit risk and the landlord accepts a deposit waiver, the tenant cannot be required to pay additional monies for a security deposit (ex. first and last months rent). If arbitration occurs and the tenant was charged a deposit, the deposit waiver is rendered invalid.

e. Effective 14 Nov 99 all rent deposit waivers include the agreement that the soldier must fulfill the lease term of the lease agreement before being assigned government quarters. If the lease term is fulfilled the soldier will not be denied assignment to government quarters for non-rent damages/charges found at the move-out inspection. It is recommended that the landlord and tenant develop an agreement to pay any agreed upon move-out inspection charges, or, exercise their right to arbitration.

f. When a soldier is moving between properties/apartments within the same agency a new waiver must be issued. When the first lease is terminated and all issues resolved, The old waiver must be returned. A deposit may be required until the tenant returns with a new waiver. When the new waiver is received the deposit amount should be returned to the tenant, or may be applied to future rent at the tenants request.

g. A deposit waiver will remain in effect for the entire lease term. At the end of any lease term the tenant may request and receive the waiver after fulfilling all lease obligations and paying a deposit.

h. If a dispute arises and a Deposit Waiver has been issued both tenant and landlord agree to binding arbitration.

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8. When a situation occurs that a property owner requires assistance with, the Deposit Waiver Office then links the soldier with their assigned Command Financial Advisor. All inquiries are forwarded to the commander who in turn will work with the soldier and the landlord in order to resolve the issue. The Deposit Waiver Office will continually monitor the inquiry by the landlord to ensure that it is resolved in a timely manner.

9. OUTPROCESSING. All soldiers must clear the Deposit Waiver Office before clearing Housing. Soldiers who have been issued waivers must return them in order to clear. This will require that all bills be paid in full. If you are still on service with the utility company and have not established credit (one year with no late payments) you will be required to pay a deposit to recover the waiver. If still on service with the water company, a deposit will be required and if still living in an apartment where a waiver was used for the security deposit, a deposit will be required. Waivers are only issued to soldiers assigned to a unit on Fort Hood and are only valid until the soldier clears the installation.

10. Property owners who desire to participate in the program must first register with the Housing Office and allow the property to be inspected to ensure compliance with Army Housing Standards, then, contact Mr. Jim Maynard, Chief, Deposit Waiver Office, who will provide the necessary documents. Sample copies of the application and a copy of the Army Housing Standards are included in this folder as well as a draft memorandum of agreement (MOA). The signing of the MOA finalizes the application process and the property owner/property is then listed with the Fort Hood Housing Office indicating that owner/manager accepts waivers.

12. POC: Mr. Jim Maynard at 287-8505, Bldg. 108.

AUTHENTICATION: Mr. Mike G. Nix

DATE: 01 Mar 00